



**Swindon Women's Aid**  
working together to help change lives

## What is Domestic Violence and Abuse?

Domestic Violence and abuse involves the misuse of power and is based on control and coercive behaviours. This can result in physical, sexual, psychological, financial or emotional abuse. The abuse can come from a partner, ex-partner, carer or one or more family members in an existing or previous relationship. You don't have to have lived together to experience it. Domestic abuse occurs regardless of age, gender, sexual orientation, religious, cultural or political beliefs, ethnicity, disability, class or location.

## There are many forms of abuse...

- Physically beaten/injured
- Intimidation
- Enforced isolation from family/friends
- Degraded and humiliated
- Sexually abused
- Forced marriage
- Treated without respect
- Allowed no control over money

Swindon Women's Aid is a registered charity (number 268048)

For further information on all of our services visit our website at [www.swindonwomensaid.org](http://www.swindonwomensaid.org) or contact us on:

Swindon Women's Aid IDVA Service:  
01793 864984

Swindon Women's Aid  
Outreach and Male Advocacy Service:  
01793 614444

Swindon Women's Aid Refuge (24 Hour):  
01793 610610

You can write to us at:

Swindon Women's Aid  
P.O.BOX 3816, Swindon SN5 1BQ

Or email us at:  
[office@swindonwomensaid.org](mailto:office@swindonwomensaid.org)

## Other useful contacts:

Domestic Abuse  
Investigation Team (Police): 01793 507801

Police (Non-emergency): 101

Samaritans: 01793 537373

Sexual Assault Referral  
Centre: 0808 168 0024

National Stalking Helpline: 0808 802 0300

ManKind: 01823 334244 (Mon-Fri 10-4 & 7-9)  
(advice and support for male victims of domestic abuse)

Broken Rainbow: 0300 999 5428  
(advice & support for victims of domestic abuse from the LGBT communities)

Forced Marriage Unit: 020 7700 8151

Honour Network Helpline: 0800 5999 247



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# Swindon Independent Domestic Violence Advocacy Service

**Swindon Women's Aid**  
*Integrated Domestic Abuse Services*

**Supporting high risk victims  
of domestic violence and abuse**

# 01793 864984

## About Swindon Women's Aid

Swindon Women's Aid provides a fully integrated domestic violence and abuse service for female and male victims living in Swindon. This includes a community outreach team who work with individuals on a confidential basis in the community, an independent domestic violence advocacy service to help individuals with specialist support and to obtain protective measures via the court, and emergency refuge accommodation. We also have a children and young people's service and provide training for professionals, employers and schools. Our service is free of charge, confidential and accessible to both female and male victims.

We operate 24 hours a day and 365 days a year, we are even open during holidays. Our 24 hour helpline is always answered by staff - we don't have answer machines! For free confidential advice and information call us on 01793 610610

## What is the IDVA Service?

Our Independent Domestic Violence Advisors work with people in the community and offer advice, safety planning, emotional and practical help to victim/survivors who have been assessed at high risk of serious harm from domestic violence and abuse.

**Please note the IDVA service is NOT an immediate response service. In an emergency always dial 999.**



## How are referrals made?

Referrals are usually made through the Police or another agency after a risk assessment has been carried out. This makes sure that referrals are appropriate.

We also accept self-referrals into our IDVA service and both female and male victims can contact us directly if they prefer.

We will discuss your situation as part of our initial contact and a risk assessment will be completed. Our IDVA service is a free and confidential service with qualified staff who are specifically trained to work with high risk victims/survivors and provide advocacy support.

If IDVA support is inappropriate then we will offer you access into our community outreach service and or we can also signpost to you to other specialist support services that can help you.

If IDVA support is offered then the victim/survivor may be referred into the MARAC process.

## What is a domestic abuse MARAC?

The MARAC (Multi Agency Risk Assessment Conference) is a meeting where representatives from various agencies discuss the safety and support needs of individuals experiencing domestic violence and abuse. At this meeting an action plan will be decided to help maximise the safety of those discussed.

The MARAC enables professionals to share relevant information, in a confidential setting and develop a clearer picture of each situation. This leads to a greater understanding of people's needs in order for the right kind of help to be put in place.

Our IDVA service will support individuals through the MARAC process ensuring the right support is provided and your needs are met.

## Is information shared at the MARAC kept safe?

Everything discussed at MARAC is confidential and all agencies have to sign a confidentiality agreement.

## What are our aims and objectives?

Our aim is to help people take control of their own lives, by assisting them to maximise their security.

We always treat individuals with whom we work with dignity and respect, valuing their differences and working in a non-discriminatory way. Our IDVA's are experienced, non-judgmental, and take a holistic approach to fit with an individual's circumstances and needs.

We aim to encourage and empower individual victim/survivors by enabling their voice to be heard. Our IDVA service will support you directly through the MARAC process or the criminal justice system to obtain protection orders and injunctions. We will work with you and with other agencies on your behalf to ensure you have access to appropriate support and services and that your voice is heard by service providers, agencies and other relevant organisations.

[www.swindonwomensaid.org](http://www.swindonwomensaid.org)

**Helpline: 01793 610 610 (24 hour)**